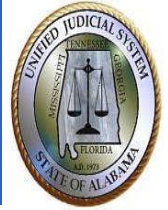




AOC Newsletter



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DYS Information Problem Resolution Hotline Works for JPO



The mission of the Alabama Department of Youth Services (DYS) is to enhance public safety by holding juvenile offenders accountable through the use of institutional, educational, and community services that balance the rights and needs of victims, communities, courts, and offenders. DHS has several facilities throughout the state of Alabama. Please read the following experience that Limestone County Juvenile Probation Officer (JPO), Tracy Fulks, had with the DHS Information Problem Resolution Hotline.

I would like to encourage everyone that has any problem with DHS facility to utilize the services of the DHS Information Problem Resolution Hotline. I had tried for over a month to get certain information on one of my kids that was very necessary in the transfer of custody, educational records, dental and medical records as well. Needless to say, I was unsuccessful. I contacted the hotline number for the first time around 3:00 p.m. and by 4:15, a very helpful and pleasant lady had the information for me. The next morning, I had 75 pages of information faxed to me that I was trying to retrieve. She then sent the original copies to me by overnight mail.

The next morning I also received a personal call from the Director, Tim Davis, thanking me for using the hotline and encouraging me to please not hesitate to call them if there are any problems, big or small, and let them resolve the problem for us. He stated that DHS pays these facilities to use their beds and they are required to provide us with the information we need to do our jobs and it will no longer be tolerated if we do not get the information we need. He also encouraged me to please let all my fellow JPO's in the State of Alabama know that they are there for us and WILL help us resolve our issues with the facilities.

This truly is a wonderful service and I thank the "Powers That Be" who established this service.

To contact the DHS Information Problem Resolution Hotline, please call 334-215-3876 or visit their website at <http://www.dys.alabama.gov>.



MIDAS 3 turns one year old!

February marks one year since version 3 of MIDAS was deployed. MIDAS (Model Integrated Defendant Access System) is a case management system that is used by alternative sentencing agencies (i.e., Court Referral, Drug Court, Pretrial Diversion, Community Corrections) to keep track of their offenders progress while under their care.



TECHNOLOGY TIP!

AutoArchive Email


Manage Mailbox size by deleting old email or moving them to an archive file and by deleting expired items. If you constantly get a 'Mailbox is Full' error or bounce back emails, please setup auto archive in Microsoft Outlook.

Tools > Options > Other > AutoArchive...

~Specify your preferences and click **OK** to save.~

PCHelp@alacourt.gov 1-866-954-9411

Option 1, Option 1

Our Statewide rollout of  AlacourtPLUS begins on Monday, March 2, 2009. Alacourt PLUS software can be downloaded at www.AlacourtPLUS.com on or after this date. More on AlacourtPLUS to come in March edition.